



iManage

Making knowledge work

Secure your information

How document management in the cloud benefits government departments and agencies



Executive Summary

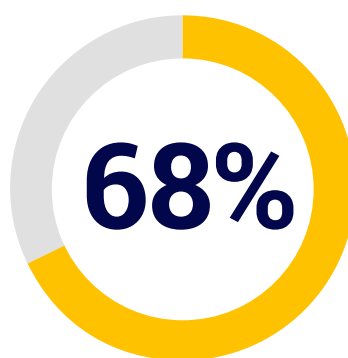
Records are how governments hold themselves accountable, learn from the past, and illuminate the path forward. Simplifying access to centralized, organized documents enables agencies to meet the high degree of transparency and accountability the public expects. Only by optimizing secure document workflows can government employees work more productively, making use of collaborative functionalities and ensuring information is available when and where it's needed.

New technology can help agencies fulfill their goals, but innovation comes with risk, and today's security challenges are much more complex than those of the past. Previous generations of document management systems lack the security and sophistication to address today's risks. A cloud-native, modern document management system (DMS) can help agencies boost efficiency, expedite responses, simplify collaboration, and strengthen security with multiple layers of protection.

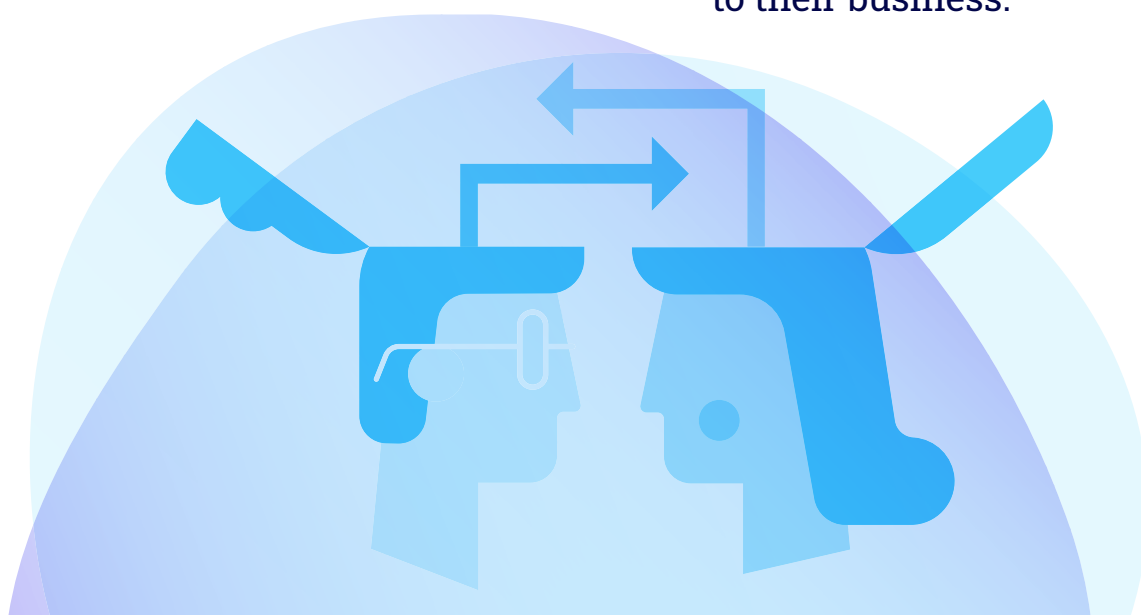
Knowledge is at the center of public service

Documents serve as the institutional memory for agencies, ensuring continuity and safeguarding public interests. A significant portion of a government worker's day involves creating and managing emails and documents to capture and share information across departments and with multiple stakeholders.

To better understand this type of knowledge work, we partnered with Metia Group to conduct in-depth research¹ with nearly 1100 global respondents and discovered that 95 percent of organizations agree that optimizing the resources, processes, and tools they use to support knowledge work will be key to helping their organization reach its goals.



68% of survey respondents described “the information contained in digital documents and files” as the most important thing to their business.



¹ Making Knowledge Work - A report for the knowledge work community on how to drive productivity, commerciality, and smarter working practices MetiaGroup/iManage - <https://imanage.com/form-pages/download-making-knowledge-work-report/>

Knowledge needs to become an institutional resource

Unlike other organizations, government departments and agencies face a heightened need for employees to locate information swiftly and accurately. Trapping knowledge in hard drives, siloed systems, and emails means workers spend valuable time searching for the right information. Our research found that 28 percent of organizations surveyed said that “most or all of their documents are scattered and siloed across multiple systems”.

This situation has grown more complex with the increased shift to remote work. Agencies often depend on tools like Microsoft Teams that sit outside their established document management processes and systems to aid colleagues who are collaborating on projects, working remotely, and engaging with citizens.

All of this impacts the productivity of government departments and agencies. **The Total Economic Impact of iManage Work²**, a commissioned study conducted by Forrester Consulting that analyzes the Total Economic Impact™ (TEI) and benefits organizations realize after deploying iManage Work for email and document management, states that:



The combination of information fragmentation and inefficient search and upload significantly impaired team productivity ... Internal and external collaboration was difficult, and institutional knowledge could get lost when team members left their roles.

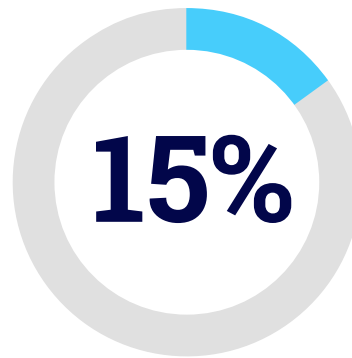
² The Total Economic Impact of iManage Work, Forrester Research
<https://imanager.com/resources/resource-center/content-library/forrester-the-total-economic-impact-of-imanager/>

Government information needs protection

Government departments and agencies handle sensitive information, from citizen data to investigative files, financial reports, and other classified materials. They need comprehensive security to prevent data breaches, yet must also ensure authorized personnel can access documents efficiently.

Digital solutions need strong access controls, as malicious cyber threats are more dangerous than ever. Cybercriminals used to just hack websites. Now, they attempt to steal state secrets, cripple power grids, and hold data for ransom. Hacking tools that were once prohibitively expensive are much more accessible today.

A Center for Internet Security survey³ of more than 3,600 government organizations found that in 2023, malware attacks increased by 148 percent, and ransomware incidents were 51 percent higher than in 2022. Non-malware cyberattacks (in which hackers do not need to install malicious software to infect a system) grew by 37 percent. The survey also found a 313 percent rise in endpoint security services incidents, such as data breaches, unauthorized access, and insider threats.



Costs have risen, too. The global average cost of a data breach increased 15 percent over three years, reaching \$4.45 million in 2023⁴

However, the toll can be much higher in the government sector, where breaches can erode public trust and expose constituents to identity theft, fraud, and financial upheaval. Threats can take multiple forms, aside from just digital. Many agencies still store their backups at their location, leaving them vulnerable to natural disasters.

While citizens are owed significant transparency into government operations, the many risks require “ethical wall” and “need to know” security measures to protect critical information and limit access to the appropriate personnel. Maintaining public trust requires top-of-the-line security solutions from vendors with verifiable success in defending against cyberattacks.

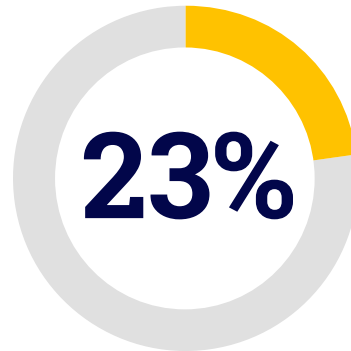
³ Fox-Sowell, S. (2024, January 30). [Cyberattacks on state and local governments rose in 2023, says CIS report. StateScoop.](#)

⁴ IBM Cost of a Data Breach Report 2023. <https://www.ibm.com/reports/data-breach>

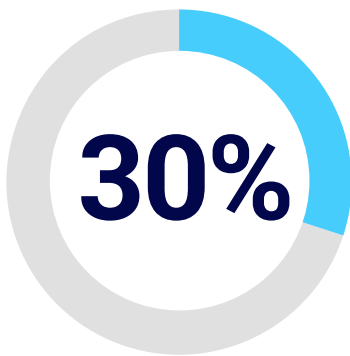
Unlock **knowledge** and **manage risk**

Transform one individual's information into institutional knowledge

Government departments and agencies have been cautious about adopting new technologies.



Only 23 percent say their organization is “ahead of the curve regarding digital capabilities supporting knowledge work”.



According to the Metia Group research, 30 percent of respondents say their organization is underinvesting or not investing at all in knowledge work technology.

Instead, agencies often maintain digital repositories that have much more in common with the physical filing cabinets they replaced decades ago than with the technological capabilities available today. Their outdated storage systems lack the powerful advantage of modern document management solutions – the ability to transform knowledge stored separately and in multiple systems into institutional knowledge available across all departments and agencies.



Advancements such as powerful information search, easy and secure collaboration, artificial intelligence, and machine learning can transform a traditional static archive, unlocking the knowledge in its folders and allowing workers to find and reuse existing knowledge in a fraction of the time it used to take.

Using modern document management, agencies can manage emails, documents, and communications together in context, with little friction for employees who can work with familiar tools such as Microsoft 365. At the same time, agencies empower remote work with mobile solutions and local document synchronization.

All of this occurs in a Zero Trust secure cloud environment. Zero Trust is a leading-edge security architecture that offers the highest level of protection for sensitive information assets.

The cloud solves collaborative challenges

Federal, state, and local governments are taking a cloud approach to manage documents more efficiently, capturing, sharing, and managing knowledge across the organization, while maintaining security standards and processes that protect public trust.

Moving to the cloud enables departments and agencies with smaller IT teams and budgets to deploy turnkey solutions that can almost instantly level up their knowledge technology. For larger agencies with more intricate workflows, the cloud offers an efficient and cost-effective solution that can scale with their needs. REST APIs allow agencies to securely connect their favorite apps to their DMS and automate tasks, enabling workers to manage documents from anywhere, effortlessly.

In a secure, compliant environment, government departments and agencies can reap the productivity benefits of modern document management, making their teams faster and more innovative and speeding response times to ultimately deliver more efficiently on their public missions.



How can **iManage** help?

iManage is the knowledge work platform with a proven track record for delivering secure, scalable, and sophisticated document management. iManage helps organizations uncover and activate the knowledge that exists in their content and communications. Using iManage Cloud, government organizations work collaboratively, smarter, and more productively with a secure platform they trust.





Work productively

iManage enables workers to manage documents and emails more efficiently, providing a single resource where they are saved and organized by agency specifications. High-value information is centralized and secure. Stakeholders access information via a simple modern user interface that mirrors consumer applications like Amazon and Google. iManage is engineered from the ground up to deliver a more intuitive user experience that requires minimal training and drives user adoption.



Collaborate securely

iManage enables secure, governed content sharing and collaborative workspaces, all with a single click and without interrupting workflow. iManage improved collaboration with stakeholders by an average of 11 minutes from time saved per document search, upload, and email save, according to the Forrester TEI Report.



Find anything

The core value of modern document and email management is in giving workers the power to quickly and efficiently find content, so they can apply existing precedent and make better use of institutional knowledge. iManage delivers sophisticated personalized search that cuts through the clutter and delivers more accurate results by remembering what the user searches for and how they work. iManage can save each user 240 hours annually in time spent searching for content, according to the Forrester TEI Report.



Work smarter

iManage includes smart features that anticipate user needs and enable them to work intuitively and productively. For example, iManage Work displays document history in visual dashboards and Facebook-like timelines so users can identify changes at a glance. It analyzes and predicts user actions, with smart document previews, suggested filing locations, and flexible work folders.



Work safer

Government departments and agencies must protect highly regulated, sensitive information and demonstrate their commitment to data security to the public. iManage enables organizations of every size to offer comprehensive security protections for all data, as well as advanced perimeter security and encryption, need-to-know security and ethical walls, and active threat detection. iManage delivers comprehensive, pervasive, and unobtrusive security and governance across the entire information lifecycle.

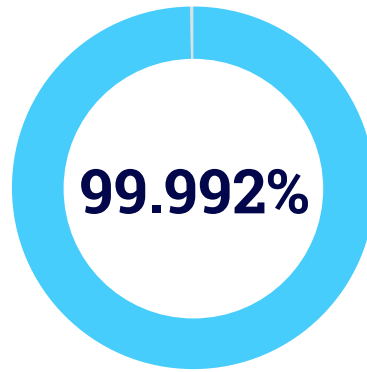




Deploy in the iManage Cloud

The iManage Cloud offers the fastest and simplest way to implement document management while minimizing cost and complexity. More than a million knowledge workers and thousands of organizations rely on iManage to identify, unify, and magnify knowledge. We've been at the forefront of making knowledge work for 20+ years, offering unique and differentiated reliability, performance, and security while minimizing the burden on IT departments:

- Optimized user performance to deliver the fastest upload and download speeds available
- Comprehensive security protections, enabled by our Zero Trust architecture and vetted by the most demanding and security-conscious organizations.



Industry-leading 99.992% uptime and availability, monitored in our real-time customer Trust Center



Learn more about how iManage can benefit government departments and agencies on our [website](#).



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Making knowledge work

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